

**STRATEGY OF COMPLAINTS FOUND IN *DOWNHILL*
MOVIE: SPEECH ACT ANALYSIS**



**Submitted as a Partial Fulfillment of the Requirements for Getting Bachelor
Degree in Department of English Education School Teacher Training Education**

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APPROVAL

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PUBLICATION ARTICLE

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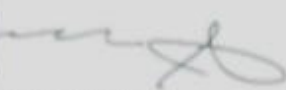
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STRATEGY OF COMPLAINTS FOUND IN *DOWNHILL* MOVIE: SPEECH ACT ANALYSIS

Abstrak

Mengeluh adalah ungkapan yang digunakan orang untuk menunjukkan kekecewaannya kepada orang lain. Penelitian ini bertujuan: (1) mengidentifikasi jenis keluhan yang digunakan dalam film *Downhill*, dan (2) mendeskripsikan strategi keluhan yang digunakan dalam film *Downhill*. Desain penelitian ini menggunakan penelitian deskriptif kualitatif. Data penelitian ini adalah kutipan-kutipan berisi tindak tutur keluhan yang digambarkan dalam film *Downhill* (2020). Peneliti menggunakan teknik dokumentasi untuk mengumpulkan data. Dalam penelitian ini, penulis menggunakan penelitian deskriptif kualitatif sebagai teknik untuk menganalisis data, dan tindak tutur pengaduan dari Trosborg. Dari penelitian ini, penulis menemukan strategi dan jenis pengaduan. Jenis-jenis pengaduan sebagai berikut; 1) pengaduan sebagai tindak kekerasan terdapat 13 data atau 26% dari total data yang ditemukan, 2) tindak pengancaman wajah terdapat 5 data atau 10% dari total data yang ditemukan, 3) perangkat mitigasi 17 data atau 34% dari total data yang ditemukan, dan 4) ketidaksantunan pengaduan terdapat 15 data atau 30% dari total data yang ditemukan. Strategi pengaduan sebagai berikut; 1) tuduhan ada 16 data atau 32% dari total data yang ditemukan, 2) ekspresi kejengkelan ada 22 data atau 44% data ditemukan, 3) menyalahkan ada 4 data atau 8% dari total data yang ditemukan, dan 4) tidak secara eksplisit mencela ada 8 data atau 16% dari total data yang ditemukan.

Kata kunci: tindak tutur keluhan, teori kesantunan, pragmatik

Abstract

Complaints is an expression that people used to show their disappointment to others. The aims of the study were: (1) to identify the type of complaints used in *Downhill* movie, and (2) to describe the strategy of complaints used in *Downhill* movie. This research design used descriptive qualitative research. The data of this research are excerpts containing speech act of complaints depicted in (*Downhill*, 2020) movie. The researcher uses the documentation technique for collecting data. In this research, the present writer using descriptive qualitative research as a technique to analyze the data, and speech act of complaints from Trosborg. Based on the study, the writer found strategy and type of complaints contained in the *Downhill* movie. The types of complaints as follow; 1) complaints as an abusive act there are 13 data or 26% of total data found, 2) face-threatening act there are 5 data or 10% of total data found, 3) mitigating device 17 data or 34% of total data found, and 4) non-politeness

of complaints there are 15 data or 30% of total data found. The strategies of complaints as follows; 1) accusation there are 16 data or 32% of total data found, 2) expression of annoyance there are 22 data or 44% of data found, 3) blaming there are 4 data or 8% of total data found, 4) no-explicit reproach there are 8 data or 16% of total data found.

Keywords: the speech act of complaints, politeness theory, pragmatic

1. INTRODUCTION

Language is the way to communicate with both speaker and interlocutor. In order to build communication, language is used to express feelings and delivering thoughts, ideas, and messages which consist of complaints. The first concept of speech act was coined by Austin (1962), that is referred to what we do with words, or how human beings create a “speech act”. There are three different levels of meaning when using a language, namely, illocutionary meaning, illocutionary meaning, and perlocutionary meaning.

Based on (Dan, 2017) complaints is an expression to show dissatisfaction toward the other and it is common in daily communication. According to Lakoff's theory, politeness rules can be seen as a linguistic tool to catch on the systematic process. Furthermore, Lakoff enhances his theory as follow be clear be polite and also make the interlocutor feel good, and he suggested that the speaker to mind a set of politeness rules to make the interlocutor feel good to avoiding broke relationship each other. Nowadays, people may give complaints not only in the real life but also it can be in cyberspace. Based on the theory of speech act of complaints and the politeness strategies, it can be analyzed literary work such as a movie to reveal what inside to conduct research.

The movie tells us about the family while doing a holiday in Austria. It seems like a happy family at the start they were skiing in a high mountain in one of the Austrian mountains. While they are taking breakfast there was an avalanche instead of escape to a safe place peter may do that but he tells his family that is fine and common to happen and finally he and his family got a little accident by that. The one thing that makes his wife got upset since she and her children left by peter at that situation while the avalanche is coming, and some things that make it worse are while peter is not admitting his fault instead of that peter may trying to

find the interlocutor mistake, and by that things, the situation is getting worse also make his wife and his children getting a bad relationship with him.

According to Trosborg (1995), the speech act of complaints consists of two parts namely type and strategy. Type of complaints could be categorized into several categories namely complaints as an abusive act, complaints as a face-threatening act, non-politeness of complaints, and mitigating device.

Trosborg (1995) stated that “Complaints as an abusive act, the speaker delivers a disapproval, negative feeling and so on” toward the interlocutor, both direct and indirectly. In his/her book enhance that complaints represent a conflict function and affecting relationships. Brown-Levinson (1978) stated that complaints in a face-threatening act could be defined as an act that blaming or a moral censure with a social rejection toward interlocutor that might be breaking mutual support also affection and co-operation between the speaker and the interlocutor. The non-politeness of complaints could be stated as complaints that delivered with causing offenses which is a part of a conflictive function.

Based on Trosborg (1995) complaints also have several strategies they are as follows: no explicit re-approach, accusation, blame, and expression of a disapproval or annoyance.

According to Trosborg (1995), no explicit re-approach could be elaborate as strategy of complaints that uttering complaints by asserting in explicitly that the complaine is responsible for the case. The accusation could be defined as a way to utter complaints toward a matter that could be delivered toward the interlocutor. Blaming can be described as saying or stated clearly that the interlocutor is guilty. Annoyance could be simplified as expressions of dislike or could be disapproval toward interlocutor that giving a bad impact toward interlocutor.

Several previous studies reveal the complaint strategies. One of them is Laur (2020) examined the study about the analysis of complaining strategies in the Bollywood song entitled “Bekhyali” from Kabir Singh’s movie. The study aimed at analyzing the Bekhyali song by using the theory of politeness to reveal

the complaints contained in the song. Based on the result, the song is depicting indirect complaints to avoiding any kind of confrontation, mostly indirect complaints are delivered by a female singer of this song in order to deliver the singer itself about complaints. However, the study showed no analysis on the identification and the strategy of complaining used on the object of the study.

In order to fill the gap of the previous studies, the writer is interested to examine the types and strategies of complaints in the movie entitled *Downhill* (2020). The study aimed at 1) identifying the type of complaints used in *Downhill* movies, and (2) describing the strategy of complaints used in *Downhill* movies.

2. METHOD

In this research, the present writer used descriptive qualitative research as a technique to analyzing the data. According to Wiley et al. (2002), qualitative could be described as an approach to understand and search meaning, also make sense about the phenomena that occurred from an interpretative. The writer used a pragmatic analysis as a type of research. Pragmatics analysis itself could be elaborated as the language rules for an interview both of giving or receiving comment and broader social conditions. The writer used documentation techniques for collecting data. Sugiono (2008) mentioned which documentation and images capturing can be written by someone who would be used to collect information, includes media, books, records, pictures, etc. The data in this research were excerpts containing speech act of complaints by (*Downhill*, 2020) movie. The data were analyzed by comparing, describing, and reporting.

3. FINDINGS AND DISCUSSION

3.1 Type of Complaints in *Downhill* 2020 Movie

The writer found several types of complaints found in (*Downhill*, 2020) movie, as follows: complaints as an abusive act, complaints as a face-threatening act, mitigating device, and the last is non-politeness of complaints.

a. Complaints As An Abusive Act

Excerpt: 0.1

Michel: "The controlled avalanche from Zwolferkoph. Yes. *"

Billie: "Well, you say it was 'controlled' but people freaked out."

Michel: "But, everyone was safe? "

Billie: "Well, we don't know? "

5/D20/SAC/(type; an abusive act)

In this section resort safety office give a defense toward Pete and Billie's dissatisfaction about the avalanche by telling that incident is controlled but Billie cannot accepting that argument and the circumstance of that conversation becoming worse.

The utterances above are considered as complaints as an abusive act since the complainer uttering complaints by express her disapproval and negative feeling by the response that offending.

Excerpt 0.2

Pete : "Right, (with authority to Michel) and we'd like an acknowledgment that it was handled poorly."

Michel: "It was handled perfectly."

Billie : "No. No, it was not. You can't tell me that was supposed to go like that. Snow came and it just -- Snow went over all the plates!"

6/D20/SAC/(type; an abusive act)

It still on resort safety office the officer wasn't made Pete and Billie relived with his answer, instead of that Michel the safety officer make a denial with a weak argument that makes a discomfort toward Pete and Billie.

The utterances above are considered as complaints as an abusive act since complainer showing her disapproval and negative feeling which causing an offense and the complainees are blamed by complainer about the fault

Excerpt 0.3

Pete (CONT'D) : What else? There's a toboggan run.
Emerson : You don't seem like you're having fun?
Finn : Can we have screen time? Back at our hotel?"

14/D20/SAC/(type; an abusive act)

In this excerpt, Pete's sons felt discomfort about what was happened previously especially about Pete's behavior that seems he only wanted to have fun by himself and it makes Emerson and Finn got mad and shows their feeling explicitly.

The utterances above are considered as complaints as an abusive act since complainer in this chance utters complaints with delivering negative feeling that makes a bad effect toward complaine.

b. Complaints As A Face-Threatening Act

Excerpt: 0.1

Pete: "Hey! Hey! Stop! "
"-Watch what you're doing!"

Pete: " It's not cool. You could have crushed my son? "

(1/D20/SAC/type; face-threatening act)

Pete's family go to a fitting room in a condition of Pete's son are between a rack of snowboarding stuff then one of local Austrian person come and moving the rack of snowboarding stuff fast and almost clamp Pete's son since that action it might make her son injured.

The utterances above are considered as complaints as face-threatening act since complainer is blaming interlocutor with causes break in mutual support also showing an act of social rejection.

Excerpt 0.2

Pete : In ski boots? It's not even credible. Can you run in ski boots?

Pete : Zach, can you run in ski boots?

Pete : You said “run.” Rosie, can you run in ski boots?

Pete : I can accept your version of the truth Billie, why can't you accept mine?

Billie : Simple. Mine is true. And, not dumb.

(11/D20/SAC/type; Face-threatening act)

It still in the apartment. Pete showed his dissatisfaction with Billie's statement and Pete trying to make an argument that defends himself to make clear what actually happened between them. And in this section, Billie calls their children to make a confession and the children tell that Billie was right.

The utterances above are considered as complaints as Face threatening act since the dialogue above breaks of affection also mutual support and co-operation especially from complaine response of the fault.

Excerpt 0.3

Billie : This is what you say four days ago. Instead, you made me feel like an idiot. Like it was my fault. I didn't ask you to stop an avalanche, Pete. I just want you to *want to survive one with us

(15/D20/SAC/typeface-threatening act)

Pete was confessed to his fault that what actually happened is exactly right with what was Billie said. Pete makes this confession to fix up about their family condition. Pete asking for forgiveness toward Billie however Billie cannot take it for granted she still showed his dissatisfaction and she showed his disappointment toward Pete that it is supposed to be spoken by Pete on the previous day.

The utterances above are considered as complaints as Face threatening act since the dialogue above breaking mutual support between

speaker and interlocutor and the utterance above considered as moral censure toward complaine mistakes.

c. Mitigating Device

Excerpt: 0.1

Charlotte : “And you guys have a good day on the mountain?”
Pete : “Great day. Great conditions. Real alpine experience. “
**Billie : “I mean, we almost all died in an avalanche but...
Yeah, great. “**

(2/D20/SAC/type; Mitigating Device)

Pete and Billie go to a restaurant and they were meeting Charlotte by accident and Charlotte asked to join in her table, Billie doesn't want to. However, Pete feels bad if they don't come to Charlotte's table then they join her, and in a conversation about their vacation. Pete told them that it was a great day instead of telling the truth then Billie utter her dissatisfaction in that conversation.

The utterances above are considered as complaints as a mitigating device since the complainer is uttering complaints by telling the event without blaming a person as attached in the dialogue above states indirectly about the fault that happened.

Excerpt 0.2

Pete : There was a - For a moment, it could have felt dicey.
Billie : For more than a moment it did feel dicey.
Billie : The kids were scared...
Pete : Of course...
Billie : Pete. What they saw was..
Pete : Yes, scary. For them, for sure. It was. But, now we're here. And, the boys are upstairs watching a movie. So, I guess I just...
Emotionally, we've already been through a lot lately...

(3/D20/SAC/type; mitigating Device)

In this dialogue which is still in the restaurant with Charlotte and others, after talking about that accident Billie trying to express the problem that occurred previously and Pete still refuses by his arguments by the case they are alright with that avalanche.

The utterances above are considered as complaints as a mitigating device since by the dialogue above the complainer is trying to utter complaints by states about the event with avoiding mention the responsible person or fault a person.

Excerpt 0.3

Pete : “So, we wish to make a complaint.”

Billie : “About an avalanche that we... That caused alarm yesterday. ”

Pete : “It was around one fifteen on the-- We were at the, uh... ”

Billie : “We were eating outside Wonnealm...”

Michel : “(pronouncing it correctly)Wonnealm.”

Billie : “That place. ”

Pete : “And, there was an avalanche.”

(4/D20/SAC/type;Face-threatening act)

With the previous case, Charlotte suggests Pete and Billie report to the resort safety office, and here complaints are delivered by both Pete and Billie toward people in the resort safety office. Complaints were delivered by some evidence that occurred on an avalanche. However, the people from the safe division are delaying about the fact.

The utterance above as it can see the complainer isn't aimed responsible person clearly toward the fault that instead of that complainer stated clearly about the matter that happened previously, by that the utterance above belongs to mitigating device.

d. Non-Politeness Of Complaints

Excerpt: 0.1

Billie : “**You know what, this was a big event that traumatized the family. I don’t want to make this a legal matter but,...**”

Michel : “We are not in America where you sue since your coffee is hot, madame...”

Billie : “**Screw you. I’m a lawyer.** “

(7/D20/SAC/type; non-politeness of complaints)

The situation getting harder since Michel (resort safety office) did not give great feedback to Pete and Billie also resort safety officer give bad respect in this conversation and Billie got mad with the resort safety officer, and Pete chooses to ask Billie to leave that office with a bad resort safety officer.

the utterance above is considered as non-politeness of complaints since from the dialogue above complaints are used to make a conflict function by both complainer and interlocutor with using some inappropriate utterance.

Excerpt 0.2

Emerson : (louder) Mom! I can’t find my glove. *

Finn : Why are you so stupid?

Billie : (mom mode) Hey. Uh-uh. No. Come here.

(8/D20/SAC/type;non-politenessofcomplaints)

Pete and his Family need to be in hurry since of their lateness to come to the destination of the recreation area and ben yell with the youngest son with telling him that he is stupid since he lost his gloves, by hearing that Billie are taking part in advice ben to not be rude.

Data analysis for the data above as follows, the data above are considered as non-politeness of complaints since complainer use forceful

words to utter complaints that break mutual support between complainer and interlocutor which includes as a conflict function.

Excerpt 0.3

Pete : You care about being right so fucking much, don't you? *

Billie : I just want to get things straight.

Pete : No, you want to get them "right." You're "right." Well, I guess, Billie's right. So, congratulations, Billie! You win. Come on, everyone, give her a round of fucking applause. Billie's won, again!!

(12/D20/SAC/(type; Non-politeness of complaints)

After the previous conversation, Pete makes a new argument that makes Billie angry instead of confessing his fault, and directly Billie showed her dissatisfaction toward Pete. By say it clearly that Pete was leaving his family

The utterance above as it can see complainer uttering complaints with causing offenses and being a part of conflictive function especially on several swear word that used by complainer toward interlocutor, by that this utterance considered as non-politeness of complaints.

Table 1. Type of complaints

| No | Type of complaints | Number of case | Percentage |
|--------------|-------------------------------|----------------|------------|
| 1 | Complaints as an abusive act | 13 | 26% |
| 2 | Face Threatening act | 5 | 10% |
| 3 | Mitigating device | 17 | 34% |
| 4 | Non-politeness of coimplaints | 15 | 30% |
| Total | | 50 | 100% |

3.2 Strategy of Complaints Depicted in Downhill 2020 Movie

In this part, the writer focused on the strategy of complaints depicted in Downhill (2020) based on Trosborg's (1995) theory. The writer found 4

strategies of complaints namely as follows: No explicit re-approach, accusation, blame, and expression of disapproval or annoyance.

a. Complaints As A Face-Threatening Act

Excerpt: 0.1

Pete : “Hey! Hey! Stop! -Watch what you’re doing!”

Pete : “It’s not cool. You could have crushed my son?”

(1/D20/SAC/strategy;direct accusation)

Peter Family go to a fitting room in a condition of Peter’s son are between a rack of snowboarding stuff then one of local Austrian person come and moving the rack of snowboarding stuff fast and almost clamp Peter’s son since that action it might make her son injured.

The utterance above are considered as an accusation for exactly this data are considered as a direct accusation since the complainer states directly about the matter, for exactly in the utterance “it’s not cool. You could have crushed my son” is uttering complaints directly accused the fault.

Excerpt 0.2

Billie : ” I mean, we almost all died in an avalanche but...
Yeah, great. “

(2/D20/SAC/strategy; indirect accusation)

Pete and Billie go to the restaurant and they were meeting Charlotte by accident and Charlotte ask to join in her table, Billie doesn’t really want to but Pete feel bad if they don’t come to Charlotte table then they join her, and in a conversation of their vacation Pete tell them that it was a great day instead of telling the truth then Billie utter her dissatisfaction in that conversation

The utterance above are considered as an accusation for exactly indirect accusation since the complainer utters a complaint explicitly by satirizing interlocutor in order to deliver her dissatisfaction about the fault for exactly in the utterance of “I mean, we almost died in an avalanche but yeah, great”

Excerpt 0.3

Billie : No. No Pete. We're missing a glove, we haven't had breakfast and there's something about the weather changing!.

(9/D20/SAC/strategy; accusation)

still in hurry with the plane Pete seems doesn't want to lose this destination but Billie is still worried about the kids and since of less information that accepted by her she shows dissatisfaction toward Pete since he forces them to come as soon as possible since of the helicopter are about to leave.

The utterance above is considered as an accusation for exactly direct accusation since complainer in this act utter complaints by stated clearly about the fault that could be delivered toward complaine and accused the fault directly.

b. Expression Of Annoyance

Excerpt: 0.1

Emerson : (louder) Mom! I can't find my glove. *

Finn : Why are you so stupid?

Billie : (mom mode) Hey. Uh-uh. No. Come here. *

(8/D20/SAC/strategy; annoyance)

Pete and his Family need to be in hurry since of their lateness to come to the destination of the recreation area and ben yell at the youngest son with telling him that he is stupid since he lost his gloves, by hearing that Billie is taking part in advice to not be rude.

The utterance above is considered as an expression of an annoyance since the complainer is uttering complaints with giving a bad impact toward interlocutor as on a statement of the swear word that used by Fin to express his dissatisfaction

Excerpt 0.2

Pete (CONT'D): What else? There's a tobogganrun.
* Arcade. Indoor mini golf. (actually surprised)
Indoor waterpark?
Emerson : **You don't seem like you're having fun?**
FINN : **Can we have screen time? Back at our hotel?**

(14/D20/SAC/strategy; annoyance)

Finn and Emerson are mad with their dad it is quite ambiguous with the cause, either the previous day or about the slides crash. But instead of telling Finn and Emerson just showed less interested in their dad.

The utterance above is considered as an expression of annoyance since the complainer is delivering complaints explicitly complainees are responsible about the dissatisfaction with gives a bad impact toward complainees.

Excerpt 0.3

ajhallochak: Unlikable characters, boring dialogue, very little comedy. A flop for a Valentine's date! I started looking at my watch at an hour into the movie, and was shocked to find another 30 minutes were left! Would have walked out, but was with my wife. Forgettable film!

(30/VR/SAC/strategy; annoyance)

In this excerpt viewer of this movie show his/her dissatisfaction about the show s/he thinks that this movie was boring and s/he thinks that this would ruin a valentine's date since this movie published during valentine and some other viewer walkout during the show and stated that this is a forgettable movie.

The utterances above are considered as an expression of annoyance since the complainer uttering complaints containing some harsh words which give a bad impact on the complainees. Especially on the last sentence that stated his/her dissatisfaction about the movie.

c. Blaming

Excerpt: 0.1

Peter : There *was* a - For a moment, it could have felt dicey.

Billie :For more than a moment it did feel dicey.

Billie :The kids were scared...

Billie :Pete, what they saw was.....

(3/D20/SAC /blaming, explicit condemnation-action)

In this dialogue which is still in the restaurant with charlotte and others, after talking about that accident Billie tried to express the problem that occurred previously and Peter still refused his arguments by the case they are alright with that avalanche.

The utterance above are considered as blaming for exactly it included as explicit condemnation accused an action since the complainer tried to utter complaints by the action that happened previously to explicitly stated about the fault as on a dialogue of Billie denying peter statement about the avalanche and emphasize her taught about the fault.

Excerpt 0.2

Pete : “So, we wish to make a complaint.”

Michel : “Yes. ”

Billie : “About an avalanche that we... That caused alarm yesterday. ”

(4/D20/SAC/modified blaming)

In the previous case, Charlotte suggested Pete and Billie report to the resort safety office, and here complaints delivered by both Pete and Billie toward people in the resort safety office. Complaints were delivered by some evidence that occurred on an avalanche. However, the people from the safe division are delaying about the fact.

The utterance above is considered as blaming for exactly modified Blame since the complainer uttering his complaint toward the safety office

about the big event that happened with their family explicitly blames the officer for that accident.

Excerpt 0.3

Michel : “The controlled avalanche from Zwolferkoph. Yes. *”

Billie : “Well, you say it was ‘controlled’ but people freaked out.”

(5/D20/SAC/strategy; modified blaming)

In this section resort safety office give a defense toward Pete and Billie's dissatisfaction about the avalanche by telling that incident is controlled but Billie cannot accepting that argument and the circumstance of that conversation becoming worse.

The utterance above is considered as modified blaming since the complainer in this chance delivering her complaints by uttering in explicitly which have a purpose to blaming toward complaine about the matter that happened previously.

d. No-Explicit Reproach

Excerpt: 0.1

Billie : “You know what, this was a big event that traumatized the family. I * don't want to make this a legal matter but...”

Billie : “Screw you. I'm a lawyer.”

(7/D20/SAC/No Explicit Reproach)

In this excerpt Michel the resort safety officer did not give great feedback to Pete and Billie also resort safety officer give bad respect in this conversation and Billie got mad with the resort safety officer, and Pete chooses to ask Billie to leave that office with bad resort safety officer.

This utterance is considered as No-explicit reproach since the complainer is forcing toward interlocutor with some intimidating utterance, especially at the utterance “screw you. I'm a lawyer” which used a bad word to utter complaints forcefully.

Excerpt 0.2

Pete : No, you want to get them “right.” You’re “right.” Well, I guess, Billie’s right. So, congratulations, Billie! You win. Come on, everyone, give her a round of fucking applause. Billie’s won, again!!

(12/D20/SAC/ No explicit reproach)

In this excerpt, Pete makes a new argument that makes Billie angry instead of confessing his fault, and directly Billie shows her dissatisfaction toward Pete, but Pete showing his upset that his opinion isn’t accepted by Billie.

The utterance above is considered as a no-explicit approach since the complainer of this movie is using a forcefully harsh word to utter complaints, especially in several swear words that are used by the complainer toward interlocutor and shows complaints as a conflict function.

Excerpt 0.3

(mgoose-93781): Don't bother watching, No real plot to the movie, boring and lame. Nasty bathroom scene as well. Don't waste your time watching this movie, you will regret it.

(26/VR/SAC/No-explicit reproach)

In this excerpt viewer of this movie show his/her dissatisfaction about the show s/he thinks that this movie hasn’t caught any point also boring and lame, s/he suggests the other to not watch this movie with a forceful sentence.

This utterance considered as no-explicit reproach since in this case, the complainer implies that the complainees know about the offense, and the utterance above are showing her/his dissatisfaction with using some forceful word toward the complainees which fall into no-explicit reproach.

Table 2. Strategy of complaints

| no | Strategy of complaints | number of case | percentage |
|--------------|------------------------|----------------|------------|
| 1 | Accusation | 16 | 32% |
| 2 | Annoyance | 22 | 44% |
| 3 | Blamming | 4 | 8% |
| 4 | No-explicit reproach | 8 | 16% |
| Total | | 50 | 100% |
| | | | |

3.3 Discussion

a. Types Of Complaints

In complaints as abusive acts, the finding in line with the result from Wijayanto et al. (2013) since he also found complaints as an abusive act by uttering complaints deliberately made offense toward interlocutor. The present writer concurred with the theory from Trosborg's (1995) theory which discusses complaints in pragmatism. However, this finding does not correspond with the result from Hammod & Abdul-Rassul (2017) which found complainers used taboo utterances such as swearing, or metaphorical to utter their dissatisfaction in violent or immoral terms to describe their speech.

In complaints as a face-threatening, act the finding in line with the result of Kraft & Geluykens (2012) since he also found face-threatening acts as complaints that involve expressing insults to make the complaints more aggressive. The present writer concurred with the theory from Trosborg (1995) which discussed complaints in pragmatism. However, this finding does not correspond with the result found by Al-Khawaldeh (2016) since s/he found that in this type, complainer in conflict situations, they kept their conversations short by refraining from utilizing any statements of complaints that may appear as though they are complaining.

In mitigating device, the finding in line with the result from Al-Khawaldeh (2016) since he also found mitigating device as complainant Excusing her/himself for imposition (e.g., excuse me for bothering you) and employing a variety of mitigations complaints expressed in various ways, such as indirect

statements. The present writer concurred with the theory from Trosborg (1995) which discussed complaints in pragmatism. However, this finding does not correspond with the result from Masjedi & Paramasivam (2018) which found the mitigating device used followed by an annoyance and politeness marker before its considering making a repair request.

In non-politeness of complaints, the finding in line with the result from Torres da Silva (2015) since he also found non-politeness as behaviors in complaints as with sarcasm, aggression, or negativity. The present writer concurred with the theory from (Trosborg, 1995) which discussed complaints in pragmatism. However, the result of Torres da Silva (2015) does not correspond with the present study in case s/he found this type was the most dominant type used by the complainer.

b. Strategy of Complaints Depicted In Downhill 2020 Movie

In this part, the present writer focused on the type of complaints depicted in Downhill (2020) based on Trosborg's (1995) theory. The present writer found 4 types of complaints namely as follows: complaints as an abusive act, complaints as a face-threatening act, non-politeness of complaints, mitigating device

In accusation, the finding in line with the result of Al-Shorman (2016) since he also found the accusation as an offensive act. The present writer concurred with a theory from Trosborg (1995) which discussed complaints in pragmatism. However, the result of the study from Masjedi & Paramasivam (2018) does not correspond with this present study since the finding of accusation is most frequently used, while the most frequently used in the present writer finding is an expression of disapproval or annoyance.

In the expression of annoyance, the finding in line with the result of Masjedi & Paramasivam (2018) since he also found expression of disapproval or annoyance as, complainer meant to show the addressee had done something wrong, so he used annoyance, dislike, and disapproval to do it. This finding also in line with the result from Azarmi & Behnam (2012) that expression of disapproval or annoyance is the most dominant strategy.

In blaming, the finding is in line with the result of Wijayanto et al. (2013) since he also found accuser implies someone accused is guilty about the fault. The present writer concurred with a theory from Trosborg (1995) which discussed complaints in pragmatism. This finding is also in line with the result of Masjedi & Paramasivam (2018) that stated blaming is the least strategy used by the complainer. However, the study from Al-Khawaldeh (2016) does not correspond with the present study since he only found direct blaming while the present writer found two kinds of blaming they are modified blame and explicit condemnation accused of action/person.

In no-explicit reproach, this finding is in line with the result of Masjedi & Paramasivam (2018) since s/he found this strategy is a way to utter complaints with satire by avoiding mention the person who is responsible for the fault. The present writer concurred with the theory from Trosborg (1995) which discussed complaints in pragmatism. However, this finding does not correspond with Azarmi & Behnam (2012) since found this strategy is the least used by the complainer.

4. CLOSING

Based on the result of the study, the writer found four types of complaints as follows: complaints as an abusive act, complaints as a face-threatening act, mitigating device, and last is non-politeness of complaints. Besides, the writer also found four types of complaints strategies used in the Downhill movie as follows: accusation, expression of annoyance or disapproval, blaming, and last is a no-explicit reproach. It can be done analyzed the movie entitled Downhill (2020) by using the politeness strategy and speech act theory. The result of the study is answered all the research questions. To conclude, the incomplete previous studies have filled the gap with this present study. The writer is hopeful this study is useful for the next research or the reader. The present writer concluded that complainers use various ways, both types, and strategies to utter complaints in this research. It could happen since native speakers have the competence to produce speech variously or so-called actional competence.

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